

SECTION C-19

PERFORMANCE REQUIREMENTS DOCUMENT

(Resource Management Office)

**C-19 Resource Management Office—Description of Services.****C-19.1. Scope of Work.**

This description of services describes the United States Army Garrison, Fort Sam Houston Resource Management Office (RMO) support services that shall be performed by the Service Provider. The purpose of this Performance Requirements Document (PRD) and the resulting contract is to obtain efficient, cost-effective Base Operations (BASOPS) services for all activities on Fort Sam Houston, its sub-installations, leased facilities and other off-post sites as defined in appropriate support agreements. The estimated quantities of work are listed in C-19.4. Technical Exhibit 6, Estimated Annual Workload and Associated Factors.

The Service Provider shall perform all operations specified in the PRD beginning on the first day of the base performance period. All work or requirements that have been started by the Government, but not completed as of the first day of the base performance period, shall be completed by the Service Provider.

**C-19.2. Summary of Expectations.**

The Service Provider shall provide effective RMO support to include, but not limited to: Program Objective Memorandum (POM), Budget Estimating Submission (BES), and budget formulation; budget execution; Service Based Costing reporting; financial management; Army Ideas for Excellence (AIEP) program; civilian leave/pay customer service, and Inter-Service Support Agreement, Intra-Service Support Agreement, Memorandum of Agreement, Memorandum of Understanding, and Letter of Agreement impact formulation. The Service Provider shall ensure quality work performance in accordance with applicable standards and guidelines. A consolidated listing of mandatory and advisory documents applicable to this PRD is contained in C-19.4., Technical Exhibit 4, Publications and Forms.

The Service Provider shall be responsible for applying appropriate mandatory and advisory technical standards, resources, and priorities to fulfill product and service requirements, aiding the customer in defining and quantifying his expectations of satisfactory quality, and performing any rework necessary to yield a final product or service that will ensure high customer satisfaction. See Technical Exhibit 1 and Technical Exhibit 7 for a listing that includes, but is not limited to, services for which the Government has identified at least one type of standard that is significant to satisfactory performance. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

The normal duty hours for Resource Management Office shall be from 7:00 A.M. to 5:00 P.M., Monday through Friday, excluding government holidays. In addition to direct coordination with supported customers, the Service Provider shall also coordinate with other Government offices and Government Contractors to the extent necessary to ensure satisfactory performance under this PRD and to effect a smooth hand-off of work to and from other Government or contracted service providers.

Title 31 of the U.S. Code outlines the basic statutory requirements for use, control, and accounting of public funds. The Accounting and Auditing Act of 1950 assigns the Comptroller General of the United States the responsibility for prescribing the principles, standards, and related requirements for accounting, which are outlined in the General Accounting Office Policy and Procedures Manual for Guidance of Federal Agencies. The Federal Managers' Financial Integrity Act of 1982 requires evaluations and reports showing adequacy of systems of internal accounting and administrative control of each executive agency. The National Defense Authorization Act of FY 1989 makes the Assistant Secretary of the Army for Financial Management and Comptroller (ASA(FM&C)) responsible for supervising the operation of systems that account for the quantity, location, and costs of property and inventory. The Chief Financial Officers Act of 1990 requires preparation of agency-wide financial statements and financial audits. Treasury Financial Manuals (TFMs) and related circulars prescribe official receipt, appropriation, and other fund account symbols and titles for the Federal Government, while Office of

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Management and Budget (OMB) circulars, bulletins and manuals provide policy and procedural guidance for developing, operating, evaluating, and reporting on financial management systems. Department of Defense (DoD) 7220.9-M and DoD 7000.14-R provide overall policy and procedures for financial accounting within the Department of Defense. The guidelines outlined in the acts and publications listed above are carried out in Defense Finance and Accounting Service, Indianapolis (DFAS-IN) Regulation 37-1.

In addition to direct coordination with supported customers, the Service Provider shall also coordinate with other Government offices and Government Contractors to the extent necessary to ensure satisfactory performance under this PRD and to effect a smooth hand-off of work to and from other Government or contracted service providers.

### **C-19.3. Services Performed.**

#### **C-19.3.1. The Service Provider shall provide Program Objective Memorandum (POM), Budget Estimating Submission (BES), and Budget Formulation Services.**

C-19.3.1.1. *The Service Provider shall provide POM and BES development services and mid-year review update according to Management Decision Package (MDEP) funding levels.* The Service Provider shall receive the Department of the Army (DA) data calls, analyze the work year and dollar requirements of MDEPs by Element of Resource (EOR), identify shortfalls and coordinate with local USAGFSH supported customers, DA and MACOM MDEP managers, produce POM input, develop BES, conduct mid-year review update, and provide to the Government. The Service Provider shall develop and submit to the government Garrison input to the MEDCOM Commander's Statement for the POM.

C-19.3.1.2. *The Service Provider shall participate in preparation of Forces Command (FORSCOM), Training and Doctrine Command (TRADOC), and MEDCOM operating budgets according to MDEP funding levels.* The Service Provider shall receive specific MDEP operating budget development guidance, notify local USAGFSH customers/tenants of specific requirements and format, receive organizational inputs and verify prior year, current year, and budget year data, combine organizational inputs into single submission, develop and justify unfinanced requirements, prepare commander's statement, and forward to the Government for submission to requesting Major Army Command (MACOM).

C-19.3.1.3. *The Service Provider shall support the Assistant Chief of Staff for Installations, Environment, and Facilities Management (ACSIEFM) by developing and providing budgetary briefings/data prior to the Priority Steering Group Council of Colonels meetings.* The Service Provider shall develop briefings based upon Government Official provided guidance.

C-19.3.1.4. *The Service Provider shall research installation programming issues.* The Service Provider shall analyze program and budget decisions to determine impact on garrison, analyze changes to POM out-year funding levels, and coordinates corrections with the government.

#### **C-19.3.2. The Service Provider shall provide budget execution services.**

C-19.3.2.1. *The Service Provider shall plan and monitor the distribution of funds.* The Service Provider shall compare funding with established POM requirements and MEDCOM resource summary, develop tentative distribution plan based on commander/Army goals, develop unfinanced requirements, obtain government approval of plan, prepare funding/distribution guidance, and analyze financial documents. The Service Provider shall provide recommendations and solutions to the government on funding issues.

C-19.3.2.2. *The Service Provider shall receive and prepare proposed distribution of funds.* The Service Provider shall receive and make distribution, with government approval, of the Funding and Allowance Documents (FADs), Military Interdepartmental Purchase Requests (MIPRs) or MIPR equivalent and other funding documents (e.g. Letters of Intent) from MEDCOM, FORSCOM, TRADOC, and other organizations. Organizations paying for services via MIPR accounts often generate several transactions per MIPR. The Service Provider shall make adjustments and post funding targets in the Database Commitment Accounting System (dbCAS).

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C-19.3.2.3. *The Service Provider shall monitor funds control and process commitment and obligation transactions.* The Service Provider shall monitor funds control, monitor non-stock fund orders and payables for current and prior years, and perform quarterly joint reconciliation of non-stock fund orders and payables for current and prior years in compliance with DFAS OPLOC San Antonio guidance. The Service Provider shall record government approved commitments and obligations in the dbCAS, and earn reimbursement for service provided based on customer billing.

C-19.3.2.4. *The Service Provider shall develop and implement fiscal year closeout procedures for USAGFSH.* The Service Provider shall coordinate, develop and distribute by 1 June each year a government-approved fiscal year closeout policy letter. During the period 15 August through 30 September each year, the Service Provider shall analyze end-of-year status on a daily basis, , make government-approved program adjustments, notify government to reprogram funds to match daily execution, notify the Government to closeout canceling appropriations, and initiate year-end flash reports through government to higher headquarters. The Service Provider shall convene bi-weekly fiscal closeout Resource Management Committee meetings beginning 1 August each year and transition to meetings as needed during the last two weeks of the fiscal year.

C-19.3.2.5. *The Service Provider shall convene Budget Execution Review (BER) meetings.* The Service Provider shall prepare for, convene, and brief quarterly Budget Execution Review meetings at specified levels (e.g., summary level, activity level). The Service Provider shall prepare status reports (by MDEP) on topics including, but not limited to, funds, overtime, travel, and unfinanced requirements for each BER.

**C-19.3.3. The Service Provider shall report Service Based Costing (SBC) Data to the Department of the Army.** The service provider shall prepare and analyze SBC data points for Garrison activities, prepare report including service category and demographic data, and submit annual report to the government.

**C-19.3.4. The Service Provider shall provide Financial Management Services**

C-19.3.4.1. *The Service Provider shall manage cash collections.* The Service Provider shall prepare and process (for Government approval) DD Forms 1131 for checks, deposit slips or other cash collection forms. The Service Provider shall input data into STANFINS Redesign Subsystem 1 (SRD1), prepare hard copy record for DFAS-IN, post voucher to log, and prepare monthly transmittal statement to DFAS-IN Center. The Service Provider shall make deposits to the government identified financial institution no less than once per week, and shall ensure deposits are accomplished as directed in DFAS-IN/FDB, Procedures for Processing Collections to DSSN 5570 Memorandum.

C-19.3.4.2. *The Service Provider shall process external customer billing details that balance with 1080 billing.* The Service Provider shall ensure reimbursable earnings are received and processed into STANFINS. The Service Provider shall determine and produce reimbursable customer billing utilizing existing systems (e.g., IFS), or comparable system approved by the Government, and send customers their billing details by the 15<sup>th</sup> of the following month costs were incurred. There are approximately 594 customers for whom reimbursable billings are generated. Generation of billings includes communication with vendors and customers to resolve discrepancies.

C-19.3.4.3. The Service Provider shall administer Standard Financial Systems (STANFINS), Standard Army Financial Inventory Accounting and Reporting System (STARFIARS), Database Accounting Reconciliation System (DARS), Accounting Transaction Ledger Archival System (ATLAS), Database Commitment Accounting System (dbCAS) to include dbCAS minisplit to activities, Defense Civilian Payroll System (DCPS), and Financial Management Information System (FMIS).

C-19.3.4.3.1. *The Service Provider shall perform daily status checks of Financial Management Systems to ensure systems are up-to-date.* The Service Provider shall check ATLAS, DARS, DCPS, STANFINS to ensure no customers are in a credit situation, ensure customer submissions are ready for account processing code (APC) and to ensure that APC files have processed. The Service Provider shall check

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ATLAS or STANFINS for master update and other needed reports. The Service Provider shall update government-approved changes to Army Management Structure (AMS) Codes and APCs as required.

- C-19.3.4.3.2. *The Service Provider shall perform daily queries of Financial Management Systems and resolve errors.* The Service Provider shall query ATLAS or STANFINS to retrieve obligations, accruals, and disbursements that no longer appear on non-stock fund orders and payables, and correct erroneous fiscal years, document numbers, and other errors. The Service Provider shall download civilian payroll data, check for errors and inform the appropriate government organization of errors detected.
- C-19.3.4.4. *The Service Provider shall provide customer financial assistance when requested .* The Service Provider shall provide daily technical guidance and support to customers regarding financial accounting policy and guidance questions. The Service Provider shall process requests for Comptroller General decisions/opinions.
- C-19.3.4.5. *The Service Provider shall review dbCAS and STANFINS for accuracy.* The Service Provider shall conduct a daily review of obligations and commitments entered by end users into dbCAS to ensure amount and other data match STANFINS data.
- C-19.3.4.6. *The Service Provider shall perform daily monitoring of disbursements.* The Service Provider shall review contract pre-validation report daily to ensure obligations match disbursements. The Service Provider shall identify disbursements with insufficient obligations, research and correct negative unliquidated obligations (NULOs), correct erroneous entries, and coordinate final indicator with DFAS OPLOC San Antonio.
- C-19.3.4.7. *The Service Provider shall identify and document material fund control weaknesses.* The Service Provider shall use STANFINS to identify recurring fund control problems, prepare documentation, forward to the Government to take corrective action, and follow-up to ensure corrections have been made.
- C-19.3.4.8. *The Service Provider shall brief and report fund status.* The Service Provider shall produce briefings and reports for the Government and other officials on topics including, but not limited to, the following: monthly status of funds report (PCN218), monthly financial management activity report (MAR) by MDEP, monthly spending target changes, monthly impacts of funding changes, monthly interest penalties report, monthly EOR reports, service based costing (SBC) report, monthly reimbursement report, monthly summary billing report, ISA versus billing report, overtime report, unfinanced requirements/projects report, and other as-requested customer reports.
- C-19.3.4.9. **The Service Provider shall manage the Army Working Capital Fund (AWCF) program.**
- C-19.3.4.9.1. *The Service Provider shall prepare AWCF budget and projections for supported customers.* This includes requesting input from customers, receiving and analyzing data, and producing a semi-annual and annual report for Government submission to MEDCOM. There are approximately 564 AWCF program customers.
- C-19.3.4.9.2. *The Service Provider shall prepare recurring AWCF reports.* Reports include, but are not limited to, the following: Monthly Management Report, Quarterly Stratification Report, and Quarterly Statement 4A Inventory Status and Transaction Statement. The Service Provider shall review/validate periodic STANFINS/STARFIARS outputs and reports including: Mismatch/No Obligation, In-Transit, Status of Funds, Net Sales by Appropriation, Statement Seven, and General Ledger
- C-19.3.4.9.3. *The Service Provider shall reconcile inventory.* The Service Provider shall conduct daily inventory reconciliation of Dues-In and In-Transits, and coordinate corrections with the affected government activity.
- C-19.3.4.10. *The Service Provider shall act as USAGFSH program coordinator for the government travel credit card program.* The Service Provider shall provide program assistance to travel credit card POCs within supported Government organizations when requested. The Service Provider shall review reports received from financial

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institutions pertaining to delinquent credit card accounts, loss of funds, and nonpayment, and distribute reports to appropriate government officials.

### **C-19.3.5. The Service Provider shall manage the FSH Army Ideas for Excellence Program (AIEP).**

C-19.3.5.1. *The Service Provider shall process AIEP suggestions.* Suggestions may be received from FSH personnel on DA Form 1045, DA Form 1045E, or via the Idea Express (IDX) system. The Service Provider shall determine eligibility, research evaluation/approval authority, forward to appropriate evaluator, receive evaluation, return to suggester if disapproved, recommend appropriate award, return to evaluator for final approval, and forward documentation to activity for payment.

C-19.3.5.2. *The Service Provider shall publicize the AIEP on at least a monthly basis.* The Service Provider shall develop and broadcast government-approved programs to promote AIEP and prominent contributors to the AIEP using print, television, and other media.

C-19.3.5.3. *The Service Provider shall produce required AIEP reports.* Reports shall be prepared and submitted IAW AR 5-17 (Chapter 1, paragraph 4f(5) and Appendix A), which include annual military and civilian AIEP reports and monthly AIEP report.

### **C-19.3.6. The Service Provider shall provide Government civilian employee leave/pay customer service.**

C-19.3.6.1. *The Service Provider shall create and/or transfer employee leave/pay records for government civilians employed at FSH and at supported organizations off-post.* The Service Provider shall create new employee leave/pay records, and process leave/pay records of transferring employees. The Service Provider shall store leave/pay records of employees retired, separated, or terminated during current and prior year, and transfer older retired/separated/terminated records to Records Holding Area facility. The service provider shall request records from Records Holding Area facility as needed.

C-19.3.6.2. *The Service Provider shall process employee leave/pay actions.* Processing actions include realigning pay records into new organizations, loading accounting classifications into pay records, processing allotments, advance pay, advance leave, producing IRS Form 1099, replacing lost savings bonds, checks, and other documents. The Service Provider shall coordinate with CPAC, CPOC, DFAS-Denver and other agencies to ensure actions are completed and update employee leave/pay records to reflect changes.

C-19.3.6.3. *The Service Provider shall research employee leave/pay issues.* Services include, but are not limited to, accomplishing special pay requests, validating and requesting changes to service computation dates, advising supervisors on overtime requests, resolving issues regarding debt letters. The Service Provider shall initiate and coordinate corrective action with CPAC, CPOC, DFAS-Denver and other agencies to ensure necessary actions are completed and update employee leave/pay records to reflect changes.

C-19.3.6.4. *The Service Provider shall process official pay inquiries.* The provider shall respond to pay inquiries from Army Criminal Investigation Division (CID), Federal Bureau of Investigation (FBI), Air Force Office of Special Investigations (OSI), and other federal, state, and local officials, and document Privacy Act information requests as required.

C-19.3.6.5. *The Service Provider shall manage the government civilian employee Time and Attendance System.* The Service Provider shall process Missing Time Reports and Delinquent Time Data Submissions via the Defense Civilian Pay System (DCPS). The Service Provider shall conduct DCPS procedures training for primary and alternate military and Government civilian timekeepers when requested, and maintain timekeeper security files. The Service Provider shall provide telephonic assistance to timekeepers requesting help with time and attendance procedures or DCPS problems. The Service Provider shall coordinate with DFAS-Denver to restore access to timekeepers locked out of DCPS.

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C-19.3.6.6. *The Service Provider shall produce routine DCPS leave/pay reports and distribute to the Government Timekeepers.* Reports include Compensatory Time Report, Hazard Report, Leave Availability Report, Missing Time Report, Outstanding Leave Report, and Overtime Report.

**C-19.3.7. The Service Provider shall provide cost and workload input to new and updated Inter-Service Support Agreements (ISAs), Intra-Service Support Agreements (ISAs), Memoranda of Agreement (MOAs), Memoranda of Understanding (MOUs), and Letters of Agreement (LOAs).** Input shall be sent to USAGFSH Business Development Office for incorporation into formal documents.

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### **C-19.4. Technical Exhibits.**

TECHNICAL EXHIBIT 1 – SERVICE PERFORMANCE SUMMARY (SPS)

TECHNICAL EXHIBIT 2 – GOVERNMENT FURNISHED CONTRACTS

TECHNICAL EXHIBIT 3 – ACRONYMS AND DEFINITIONS

TECHNICAL EXHIBIT 4 – PUBLICATIONS AND FORMS

TECHNICAL EXHIBIT 5 – REQUIRED REPORTS

TECHNICAL EXHIBIT 6 – ESTIMATED ANNUAL WORKLOAD AND ASSOCIATED FACTORS

TECHNICAL EXHIBIT 7 – PERFORMANCE SUMMARY OF QUALITY CONTROL STANDARDS



(Resource Management Office)

TECHNICAL EXHIBITS

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### **C-19.4.1. Technical Exhibit 1—Service Performance Summary (SPS).**

**C-19.4.1. SERVICE PERFORMANCE SUMMARY (SPS).** The SPS charts, at the end of this technical exhibit:

**C-19.4.1.1.** Lists the specific paragraph in the SPS that the government will surveil. The absence of any contract requirement from the SPS shall not detract from its enforceability or limit the rights or remedies of the government under any other provision of the contract, including the clauses entitled “Inspection of Services” and “Default.”

**C-19.4.1.2.** Lists the service to be performed.

**C-19.4.1.3.** Lists the standard of performance for each specific service.

**C-19.4.1.4.** Lists the maximum error rate from standard performance for that service, that may occur before the government will determine the service to be unacceptable. The lot size is used when random sample is the basis for surveillance. The period of time covered by the inspection is also listed.

**C-19.4.1.5.** Lists the surveillance methods the government will use to evaluate the service provider’s performance in meeting the contract requirements.

**C-19.4.2. GOVERNMENT QUALITY ASSURANCE.** Service Provider performance will be compared to the contract standards and performance requirements using the Quality Assurance Surveillance Plan (QASP). This document is for government use only.

**C-19.4.2.1.** Random sampling of recurring service output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

**C-19.4.2.2.** One Hundred-Percent Inspection of those tasks that occur infrequently and cannot be random sampled because the sample size for a small lot may exceed the lot size. This type of inspection occurs each time a task is performed.

**C-19.4.2.3.** Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

**C-19.4.2.4.** Customer complaints.

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**C-19.4.3. PERFORMANCE EVALUATION.** Performance of a service will be evaluated to determine whether or not it meets the minimum standard listed in the contract. When the performance standard is exceeded, a Contract Discrepancy Report (CDR) will be issued to the contractor by the contracting officer. The contractor shall respond to the CDR by completing the form and returning it to the contracting officer within 15 calendar days of receipt

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-19.3.1.1.	Provide POM and BES development services and mid-year review updates according to MDEP funding levels	Data furnished NLT date set by Government	10% Lot = Number of MDEPs/ year	Periodic Inspection
C-19.3.1.2.	Develop Forces Command (FORSCOM), Training and Doctrine Command (TRADOC), and MEDCOM operating budgets according to MDEP funding levels	Operating budget submitted (error free) NLT the Government established suspense date	5% Lot = Number of MDEPs/ year	Periodic Inspection
C-19.3.2.2.	Receive and distribute funds.	Funds are recorded in STANFINS within five working days of receipt	5% Lot = Number of FADs/MIPRs/Other Documents/month	Random Sample
C-19.3.4.1.	Manage cash collections	DD Forms 1131 shall balance with amount of checks or deposit slips. SRD1 updated within 2 working days of receipt.	5% Lot = Number of DD Forms 1131 processed/month	Random Sample
C-19.3.6.1	Create and/or transfer employee leave/pay records for government civilian employees at FSH and at supported organizations off-post	New employee pay records created no later than the end of the pay period in which employee is hired	1% Lot = Number of employees serviced bi-weekly	Random Sample
C-19.3.6.2	Process employee leave/pay actions	Actions processed through DCPS prior to payroll cutoff date in pay period when action was initiated	1% Lot = Number of actions bi-weekly.	Random Sample

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-19.3.6.3	Research employee leave/pay issues	Initiate corrective actions no later than the end of the pay period following the pay period the issue was introduced	5% Lot = Number of issues bi-weekly	Random Sample
C-19.3.6.5	Manage the government civilian employee time and attendance system	Resolve missing time reports and delinquent time data within 2 hours of receipt	0% Lot = Number of reports resolved monthly.	Random Sample

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**C-19.4.2. Technical Exhibit 2—Government Furnished Contracts.**

Contract Number	Service Provider	Service Description	Comments
None Applicable			

### **C-19.4.3. Technical Exhibit 3—Acronyms and Definitions.**

This Technical Exhibit contains only those acronyms and definitions that are unique to Section C-19 of the PRD. Please refer to Appendix A, Section C-1.5 for all others not cited in this Technical Exhibit.

#### **ACRONYMS**

ACSIEFM — Assistant Chief of Staff for Installations, Environment, and Facilities Management  
AIEP—Army Ideas for Excellence Program  
AMMEDC&S—U.S. Army Medical Department Center and School  
AMS—Army Management Symbol  
APC—Account Processing Code  
ATLAS—Accounting Transaction Ledger Archival System  
AWCF—Army Working Capital Fund  
BER—Budget Execution Review  
CID—Army Criminal Investigation Division  
CPAC—Civilian Personnel Advisory Center  
CPOC—Civilian Personnel Operations Center (Fort Riley, KS)  
DARS—Database Accounting Reconciliation System  
DbCAS—Database Commitment Accounting System  
DCPS—Defense Civilian Pay System  
DENCOM—U.S. Army Dental Command  
DFAS-Denver—Defense Finance and Accounting Service, Denver, CO  
DFAS-IN—Defense Finance and Accounting Service Indianapolis Center  
DFAS OPLOC—Defense Finance and Accounting Service Operating Location, San Antonio  
EOR—Element of Resource  
F&AO—Finance and Accounting Office  
FAD—Funding and Allowance Document  
FBI—Federal Bureau of Investigation  
FORSCOM—U.S. Army Forces Command  
GAO—General Accounting Office  
IDX—Idea Express – Computer program used with Army Ideas for Excellence Program  
MACOM—Major Army Command  
MEDCOM—U.S. Army Medical Command

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MDEP—Management Decision Package

MIPR—Military Interdepartmental Purchase Request

NULO—Negative Unliquidated Obligation

OMB—Office of Management and Budget

OSI—Air Force Office of Special Investigations

PERSCOM—U.S. Army Total Personnel Command

POM—Program Objective Memorandum

RMO—Resource Management Office

ROTC—Reserve Officers Training Corps

SBC—Service Based Costing

SRD1 -- STANFINS Redesign Subsystem 1. Subsystem of STANFINS for entering collections and disbursements

STANFINS—Standard Financial Systems

STARFIARS -- Standard Financial Inventory Accounting and Reporting System

TAS—Civilian Employee Time and Attendance System

TFM—Treasury Financial Manual

TRADOC—U.S. Army Training and Doctrine Command

VETCOM—U.S. Army Veterinary Command

U.S.C.—United States Code

### DEFINITIONS

#### **External Customer**

Customer not associated with Service Provider, and not under garrison commander

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### **C-19.4.4. Technical Exhibit 4—Publications and Forms.**

Publications and Forms that specifically apply to Section C-19 of the PRD are listed below. Appendix B, Section C-1 also contains listings of publications and forms that shall be included with this Technical Exhibit to define the full listing of applicable documents. The publications and forms have been coded as mandatory or advisory. The Service Provider is obligated to follow those publications and use those forms coded as mandatory to the extent specified in other portions of PRD Section C-19. The Service Provider shall be guided by those publications or use those forms coded advisory to the extent necessary to accomplish requirements in this PRD. All publications and forms listed will be provided by the Government at the start of the contract. It is the responsibility of the Service Provider to establish follow-on requirements if necessary. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract.

Table 4-1: Federal Government Documents

<b>Document</b>	<b>Publication Name</b>	<b>Date</b>
	DoD Appropriations Act	Annual Mandatory
	House-Senate Conference Committee Report on DoD Appropriations Act	Annual Mandatory

Table 4-2: Department of Defense Documents

<b>Document</b>	<b>Publication Name</b>	<b>Date</b>
DOD 7000.14-R	DOD Financial Management Policies and Procedures	15 Nov 92 Mandatory
DFAS-IN Reg 37-1	Finance and Accounting Policy Implementation	18 Sep 95 Mandatory
DFAS-IN Manual 37-100-XX (XX indicates fiscal year)	The Army Management Structure	FY 00 Advisory
DFAS-IN/FDB Memorandum	Procedures for Processing Collections to DSSN 5570	14 Aug 97 Mandatory
	DFAS-IN Rulebook (w/updates)	Mar 96 Mandatory
	DFAS OPLOC-SA STANFINS Monthly Schedule	Monthly Mandatory
	Defense Civilian Pay System Time and Attendance User's Manual	8 Nov 98 Mandatory
	Defense Civilian Pay System Customer Service Representative User's Manual	13 Feb 00 Mandatory



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*Table 4-3: Army Regulation (ARs)*

Document	Publication Name	Date
AR 1-1	Planning, Programming, Budgeting and Execution System	13 Aug 96 Mandatory
AR 37-1	Army Accounting and Fund Control (Parts 1-4)	Undated Mandatory
	The Army Resource Formulation Guide, Volume 3: Integrated Program and Budget Data Call	19 Nov 99 Mandatory
AR 5-9	Area Support Responsibilities	16 Oct 98 Advisory
AR 5-17	The Army Ideas for Excellence Program	19 Oct 90 Mandatory

*Table 4-4: Department of the Army Pamphlets (DA Pam)*

Document	Publication Name	Date
None Applicable		

*Table 4-5: Ft Sam Houston Regulations, Pamphlets, and Supplements*

Document	Publication Name	Date
	Fort Sam Houston FY XX Year End Closeout Procedures	Annual Mandatory

*Table 4-6: Commercial and Other Standards*

Document	Publication Name	Date
None Applicable		

*Table 4-7: Forms*

Document	Publication Name	Date
DA Form 1045/1045E	Army Ideas for Excellence Program (AIEP) Proposal	Aug 90
DA Form 3953	Purchase Request and Commitment	Mar 91
DA Form 5912-R	Worksheet for AIEP Report	Aug 90
DD Form 250/250C	Material Inspection and Receiving Report/Continuation Sheet	Nov 92
DD Form 448	Military Interdepartmental Purchase Request (MIPR)	Jun 72
DD Form 592	Payroll for Personal Services – Certification and Summary	Sep 70
DD Form 1131	Cash Collection Voucher	Apr 57

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Document	Publication Name	Date
DD Form 1299	Application for Shipment/Storage of Personal Property	Sep 98
DD Form 1323-C	Funding and Allowance Document	N/A – Computer Generated
DD Form 1351-2	Travel Voucher or Subvoucher	Aug 97
DD Form 1556	Request, Authorization, Certification of Training and Reimbursement	Mar 87
DD Form 1610	Request and Authorization for TDY Travel of DoD Personnel	Jun 67
DD Form 2461	Authorization for Emergency Evacuation Advance and Allotment Payments for DoD Civilian Employees	Mar 00
DD Form 2481	Request for Recovery of Debt Due to U.S. by Salary Offset	Apr 86
FSH Form 281	Estimate of Orders Received	Aug 96
FSH Form 43	Allowance and Annual Funding Program	Jul 96
FSH Form 448-2	Acceptance of MIPR	Jul 71
FSH Form 769	Transmittal of Financial Documents	Jun 87
FSH Form 963	Request and Authorization for or Approval of Overtime and/or Holiday Work	Jun 94
FSH Form 1135	Supply List for Credit Card Purchases	Jan 96
IRS Form 1096	Annual Summary of U.S. Information Returns	Annual
IRS Form 1099MISC	Miscellaneous Income	Annual
IRS Form 941	Employer's Quarterly Tax Return	Jan 00
IRS Form 941c	Statement to Correct Information Previously Reported	Oct 98
IRS Form W-2	Wage and Tax Statement	Annual
IRS Form W-2c	Corrected Wage and Tax Statement	Annual
IRS Form W-3	Transfer of Income and Tax Statements	Annual
IRS Form W-4	Employee's Withholding Allowance Certificate	Dec 92
IRS Form W-5	Earned Income Credit Advance Payment Certificate	Annual
OPM Form 1515	Military Deposit Worksheet	Oct 91
Optional Form 1017-G	Journal Voucher	Sep 79
SBD 2104	Authorization for Purchase/Change U.S. Savings Bonds	Undated
Standard Form (SF) 8	Notice to Federal Employees About Unemployment Insurance	Jun 87

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Document	Publication Name	Date
SF 50	Notification of Personnel Action	Jul 91
SF 135	Records Transmittal and Receipt	Jul 85
SF 1034	Public Voucher for Purchases and Services Other Than Personal	Oct 87
SF 1049	Public Voucher for Refunds	Sep 73
SF 1081	Voucher and Schedule of Withdrawals and Credits	Sep 82
SF 1098	Schedule of Cancelled or Undelivered Checks	Jul 80
SF 1150	Record of Leave Data	Dec 77
OPM Form 1639	Transfer of Leave – Voluntary Leave Transfer Program	May 99
SF 1152	Designation of Beneficiary	Nov 91
SF 1153	Claim for Unpaid Compensation of Deceased Civilian Employee	Apr 82
SF 1154	Public Voucher for Unpaid Compensation Due Deceased Employee	Sep 67
SF 1187	Request for Payroll Deduction for Labor Organization Dues	Mar 89
SF 1190	Foreign Allowance Application, Grant, and Report	Jan 98
SF 1199A	Direct Deposit Sign-Up Form	Jun 87
SF 2801	Application for Immediate Retirement – CSRS	Jan 90
SF 2802	Application for Refund of Retirement Deductions	Jan 91
SF 2803	Application to Make Deposit or Redeposit – CSRS	Jun 92
SF 2805	Request for Recovery of Debt Due the United States	Apr 96
SF 2806	Individual Retirement Record – CSRS	Feb 80
SF 2807	Register of Separations and Transfers – CSRS	May 93
SF 2809	Health Benefits Registration Form	Jul 99
SF 2810	Notice of Change in Health Benefits Enrollment	Jun 95
SF 2817	Life Insurance Election	Apr 99
SF 2821	Agency Certification of Insurance Status	Jul 91
SF 2822	Request for Insurance – FEGLI Program	Feb 88
SF 3107	Application for Immediate Retirement – FERS	Aug 98
TSP-1	TSP Election Form	Jul 97
	DCPS User Security Access Questionnaire	Jul 94

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### C-19.4.5. Technical Exhibit 5—Required Reports.

Instructions to the Service Provider concerning each report listed below are contained in DD Forms 1423 and associated Data Item Descriptions (DIDs).

PRD REF	CDRL #	DESCRIPTION OF REPORT
		None

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### **C-19.4.6. Technical Exhibit 6—Estimated Annual Workload and Associated Factors.**

Table 6-1 lists the PRD services where estimated quantities of work output have been identified and as such are subject to variations. If, at the **end** of the basic and each option period, the total estimated workload for each subparagraph, considering complexity, difficulty, and cost of the various outputs below, varies above or below fifteen (15) percent from the total yearly estimated contract workload, negotiations for an equitable price adjustment (to include award fee pool) may be initiated by either party. The increases or decreases in estimated cost (to include award fee pool) shall be based on the net of all increases or decreases in changes to the workload for all sections. The yearly adjustment to the estimated contract cost, shall be made based only on the subparagraph(s) of the total contract whose workload increases *or* decreases in excess of fifteen (15) percent.

*Table 6-1: Annual Work Counts*

<b>PRD Number</b>	<b>Work Count Title</b>	<b>Estimated Workload</b>
C-19.3.1.1	Number of DA MDEPs Supported	50
C-19.3.1.2.	Number of MACOM MDEPs Supported	63
C-19.3.1.3.	Number of ACIESFM Budgetary Briefings Developed	3
C-19.3.1.4.	Number of Installation Programming Issues Researched	170
C-19.3.2.1.	Number of Funding Distribution Plans Developed	46
C-19.3.2.2.	Number of Funding Documents Processed	
	FADS	207
	MIPR Customer Accounts (consisting of one or more transactions)	612
	Other Documents	14
C-19.3.2.3.	Number of Funding Transactions Processed	3,172
C-19.3.2.3.	Number of dbCAS Obligations Processed	153,486
C-19.3.2.4.	Year-end fiscal Closeout Policy Published	1
	Number of Program Adjustments	1,935
	Number of Resource Management Committee Meetings	6
C-19.3.2.5.	Number of Budget Execution Review Meetings	9
C-19.3.3.	Number of Data Points in SBC Report	863
C-19.3.4.1.	Number of DD Forms 1131 Processed	1,572
	Number of Cash Deposits to Bank	90
C-19.3.4.2.	Number of Billing Invoices Sent to Customer	14,250
C-19.3.4.3.1.	Number of Financial Management System Actions Performed	4,851
C-19.3.4.3.2.	Daily Resolution of Financial System Errors	251
C-19.3.4.4.	Number of Customer Initiated Financial Inquiries Received	10,764
	Number of Comptroller General Decisions/Opinions Processed	0
C-19.3.4.5.	Number of dbCAS Data Actions Performed	1,175

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PRD Number	Work Count Title	Estimated Workload
C-19.3.4.6.	Number of Disbursement Actions Performed	1,132
C-19.3.4.7.	Number of Material Weaknesses Identified and Documented	6
C-19.3.4.8.	Number of Fund Status Briefings/Reporting	369
C-19.3.4.9.1.	Number of AWCF Budgets/Projections Prepared	1
C-19.3.4.9.2.	Number of AWCF Reports Produced	27
C-19.3.4.9.3.	Number of Dues-In and In-Transit Actions Inventoried	876
C-19.3.4.10.	Number of Card Holders Supported	1,090
C-19.3.5.1.	Number of AIEP Suggestions Processed	79
C-19.3.5.2.	Monthly Publicizing of AIEP	12
C-19.3.5.3.	Number of Army Ideas for Excellence Program Reports Produced	6
C-19.3.6.1	Number of Employee Leave/Pay Records Created/Transferred	17,315
C-19.3.6.2	Number of Employee Actions Processed	4,771
C-19.3.6.3	Number of Employee Leave/Pay Issues Researched/Resolved	4,951
C-19.3.6.4	Number of Official Pay Inquiries Addressed	52
C-19.3.6.5	Number of Missing/Delinquent Time Reports Processed	6,903
	Number of Timekeepers Trained	29
	Number of Telephonic Assists to Resolve Timekeeper Problems	660
	Number of Timekeeper Access Restorations	120
	Number of Timekeeper Security Files Established/Maintained	79
C-19.3.6.6	Number of DCPS reports produced	1,300
C-19.3.7	Number of ISAs, MOAs, LOAs supported	79

The following table contains historical information regarding official Government travel necessary to fulfill services specified in Section C-19 of the PRD.

*Table 6-2: Annual Travel*

PRD Number	Destination & Purpose	# Days/ trip	FY 99	FY 00
C-19.3.1.	Washington, D.C./Army Stationing Installation Plan Review	4	1	0
C-19.3.3.	Washington, D.C./Installation Status Report/Service Based Costing	5	1	2

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### **C-19.4.7. Technical Exhibit 7—Performance Summary of Quality Control Standards.**

The services listed in this Performance Summary represent those key services for which at least one type of standard has been identified as necessary for satisfactory performance and shall be included in the Service Provider's QCP. Tasks called for in the Description of Services which have no pre-defined standard are not included. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

Quality Control Plan (QCP) services will be monitored by the Service Provider in accordance with the approved QCP submitted by the Service Provider. The surveillance method used by the Service Provider to meet the Government performance standard shall be determined by the Service Provider and documented in the QCP. Acceptable surveillance methods include:

- Random sampling. This is usually the most appropriate method for recurring tasks. With random sampling, services are sampled using a statistically based sampling procedure in which each service output in a lot has an equal chance of being selected to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained.
- 100% inspection of the output. This is usually only the most appropriate method for infrequent tasks or tasks with stringent performance requirements, e.g., where safety or health is a concern. With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.
- Periodic inspection of the processes or output. This method, sometimes called "planned sampling," consists of the evaluation of tasks selected on other than a 100 percent or random basis. It may be appropriate for tasks that occur infrequently, and where 100 percent inspection is neither required nor practicable. A predetermined plan for inspecting part of the work is established using subjective judgment and analysis of agency resources to decide what work to inspect and how frequently to inspect it.
- Customer Surveys and validated customer complaints. Although usually not a primary method, this is a valuable supplement to more systematic methods. In certain situations where customers can be relied upon to complain consistently when the quality of performance is poor, customer surveys and customer complaints may be a primary surveillance method, and customer satisfaction an appropriate performance standard. In all cases, complaints shall be documented, preferably on a standard form.

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-19.3.2.3	Monitor funds controls and process commitment and obligation transactions	Commitments and obligations processed without error.	5% Lot = Number of transactions/ month
C-19.3.2.4.	Develop and implement fiscal year closeout procedures for USAGFSH	Make adjustment to execution (Form 43) within 1 working day of customer reprogramming request	1% Lot = Number of program adjustments (FSH Forms 43 or equivalent) processed/year
C-19.3.2.5.	Convene Budget Execution Review (BER) meetings	MDEP status reports balance with STANFINS	5% Lot = Annual number of MDEP reports produced and briefed
C-19.3.3.	Report Service Based Costing (SBC) data to the Department of the Army	SBC data reported error-free	5% Lot = number of data points in SBC report
C-19.3.4.2.	Process external customer billing details that balance with 1080 billing	Customers are sent billing details by the 15th of the following month costs incurred	10% Lot = Number of billing details/month
C-19.3.4.3.1.	Perform daily status checks of Financial Management Systems to ensure systems are up-to-date.	Status checks performed daily.	5% Lot = workdays/ month
C-19.3.4.3.2.	Perform daily queries of Financial Management Systems and resolve errors.	Errors detected during daily query are resolved during same duty day.	5% Lot = workdays/ month
C-19.3.4.5.	Review dbCAS and STANFINS for accuracy	All dbCAS and STANFINS mismatches detected and resolved during same duty day	5% Lot = workdays/month
C-19.3.4.6.	Perform daily monitoring of disbursements.	All errors are detected during pre-validation review and are resolved during same duty day.	5% Lot = workdays/ month

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-19.3.4.7.	Identify and document material fund control weaknesses	Material fund control weakness documentation produced without error	5% Lot = annual number of material funds control weaknesses
C-19.3.4.8.	Brief and report fund status	Reports produced IAW monthly schedule	5% Lot = Number of reports/year
C-19.3.4.9.2.	Prepare recurring AWCF reports	Reports produced IAW monthly and quarterly schedule	5% Lot = Number of reports/year
C-19.3.4.9.3.	Reconcile inventory	Reconciliation conducted daily	5% Lot = Workdays/ month
C-19.3.4.10	Act as USAGFSH program coordinator for the government travel credit card program	Generate routine credit card program reports NLT the Government established suspense date	5% Lot = Number of credit card reports produced/year
C-19.3.5.1.	Process AIEP suggestions	Suggestions shall be forwarded to evaluator within three working days of receipt	5% Lot = Number of suggestions received/year
C-19.3.5.3.	Produce required AIEP reports	AIEP reports shall be submitted (error free) NLT the Government <del>COR</del> established suspense date	10% Lot = Number of reports/year
C-19.3.6.4	Process official pay inquiries	Responses to official inquiries must be forwarded within three working days of receipt	5% Lot = Number of requests/year.

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-19.3.6.6	Produce routine DCPS leave/pay reports and distribute to the government timekeepers	Reports from DCPS must be forwarded to concerned organizations within five work days	5% Lot = Number of reports produced per month.
C-19.3.7.	Provide cost and workload input to new and updated Inter-Service Support Agreements (ISAs), Intra-Service Support Agreements (ISAs), Memoranda of Agreement (MOAs), Memoranda of Understanding (MOUs), and Letters of Agreement (LOAs)	Inputs shall be submitted no later than the Government established suspense date	5% Lot = Annual number of ISA, MOA, MOU, and LOA inputs

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